Region 4 RAC Providers Subcommittee Meeting and Combined RAC and R4 MH Board Meeting Minutes September 11, 2013

Rosie Andueza, Dottie Blackwell, Teri Carrigan, Melanie Curtis, Suzette Driscoll, Gary Edson, Lori Farrens, Elizabeth Francis, Vern Garrett, Kenny Gray, Dennis Hardziej, Amy Jeppesen, Kim Keys, Joe Langan, Jim Meldrum, John Reeves, Darren Richman, Mark Senior, Kathy Skippen, Delanie Valentine, Gina Westcott, Sarah Woodley, Ginger Wright, and Region 4 staff, Laura Thomas

RAC Providers Subcommittee was called to order at 8:50 a.m. by Chair Darren Richman

Agency Updates

IDJC – Sharon Burke (via phone connection) shared a report (attached) on expenditures through August of 2013 and statistics on number of youths in treatment per region for the same time period. IDJC has sent information to providers regarding the transition of Medicaid clients to Optum and the transition to IDJC as bill payor for juvenile claims. Optum Transition: Juvenile clients with Medicaid will be referred with the same form from probation as non-Medicaid clients. Though the providers will go to Optum for the authorization and payment of claims, probation should be communicated with on these clients so that the treatment episode is successful and they are made aware of any need for non-Medicaid services or interruption in eligibility. IDJC Bill Pay: IDJC will begin paying providers directly on October 1. Providers need to complete the W-9 and EFT form included with the correspondence as soon as possible. If you have any questions or concerns, please contact Sharon at 577-5424.

BPA – Sarah Woodley provided an update on the contract for Management of the SUD TX and RSS Network. It is signed and BPA is working with DHW, IDOC, IDJA and the Courts (four partners) to work out the wording of the addendums for how each agency will work with BPA. Goal is to have contracts to providers sometime next week with all information finalized. October 1 is the start date of the new contract. The various partners and BPA team is working to implement changes on a first things first, strategic basis. BPA is not managing authorizations or claims for IDJC or the Courts. The new process for IDOC (they perform the assessment) will provide for Authorization, consent and referral in one step. If a provider is missing the consent on a referral, contact IDOC.

Providers will be using October 1 date of service (and forward) as the cut off to beginning billing through WITS. All services provided prior to October 1 are billed through Provider Connect. The exception to the October 1 WITS billing is ATR. BPA anticipates the ATR WITS system will go live for client management and billing for November 1 dates of service (and forward). BPA is geared up to go from a single payer to four payers (the partners) on October 1. BPA is confident that clients and authorizations will be in the WITS system by October 1.

Providers are asked to send any questions about WITS functions (or none functional modules) to Rosie Andueza, AnduezaR@dhw.idaho.gov DHW is committed to follow up and issue solutions for any functionality problems in WITS. Providers requested that a list of WITS functions and dates to use be sent.

A BPA FAQ is being developed; there may be a few items that the answer is "we don't know yet" and providers are asked for patience as details are worked as out quickly as can be done. Everyone is aware that providers need accurate information as soon as possible. One change with the new contract year is that CASAT audits will no longer happen for facility approval; BPA will be responsible for audits that support facility approval, and plans to integrate any facility renewal needs into the existing BPA audit.

BPA staffing has been affected by Optum hires. Sarah is confident BPA has the staffing to handle the contract requirements as of October 1. The Care management team is fully staffed. Job announcements are at the BPA web page. They anticipate full staffing as soon as possible. Their primarily focus is on answering phones and processing claims to keep providers in clients and payments. They will work on other aspects of transition as quickly as possible.

Providers expressed concerns about aspects of WITS not yet working and how that will affect audits. The current audit process for BPA doesn't match WITS; providers are concerned over audit scores during periods of time when systems prevent providers from fulfilling tasks in timely basis. Incentive checks will continue, but that will not be reflected in WITS. Flexibility is planned for everything; providers would prefer those specifics be put in writing. Specific concerns over discharge, CSD and other modules in WITS that are not yet functional based on training conducted September 10. BPA's audit tool will be modified in December with training for providers in December or early January; the new audit tool is planned to be in effect for the first quarter of 2014.

Sarah's email address is swoodley@bpahealth.com and she welcomes any provider to contact her with questions.

IDOC – Jim Meldrum reported that IDOC is training all of its district staffs on WITS. They are now completing all 2524 screenings for review by DHW staff. Getting GRS's done in a timely manner is also major effort right now. IDOC is conducting pilots with WITS to trouble shoot any provider experiences prior to the October 1 date.

IDOC's budget spend rate is 6% under budget at this time of the fiscal year. They had anticipated growth in the 2524 treatment population that has not quite happened yet. They are working to make sure treatment during probation in the expectation and not the exception. This is a change of mindset for some. He is seeing an increase in 2524 treatment referrals in the past couple weeks.

Discussion regarding the IDOC budget included a note that IC 19-2524 is IDOC's priority population and with anticipated growth they will need to manage dollars to cover increased need. Providers requested information on if any of the \$4.7 budget is used internally in IDOC or is all of it for services (BPA contract management, providers assessment and treatment, recovery support services) since IDOC has pulled their aftercare back "in house".

One addition to the budget report that would help providers is to add a "% of year and % of budget spent" column. IDOC is planning to stay with the current co-pays in place; providers noted that clients don't pay co-pays are they are not only experiencing decreased referrals but lost income from IDOC co-pays. Several providers statewide have noted a decrease in referrals; any projections IDOC can provide

would be helpful as many staffed up to handle the increase in 2524 that has not yet materialized for providers. (Post meeting note: a provider communication on budget was sent to BPA contracted providers with explanation of the referral situation – providers should contact their BPA representative for additional information.)

One issue of concern raised was the IDOC client who previously had Medicaid but has not been reauthorized yet and has court ordered services. The funding source for services is not clear and some clients authorized by BPA in August have been denied service authorization by Optum because of a lack of active Medicaid status. This is a population and scenario that needs resolution.

DHW – Rosie Andueza presented a recap of the budget that shows with 13% of the fiscal year gone, 20% of the budget has been spent. The population with the most growth is PWWC at 36% and this is being investigated to determine reasons and ways to manage.

The budget does not reflect the amount of funds that were previous paid for Medicaid clients; we should see some leveling out of budget as we move further into the year and SUDS retains those dollars that were spent on Medicaid clients. If we have sufficient funds later in the year, Rosie's goal is to see if some assistance can be provided for treatment for the uninsured seeking treatment help to prevent movement along the continuum to criminal justice involved a few years later when they do qualify for treatment assistance. This is an unknown area as to how much if any funds will be available.

Recovery Coach training is scheduled for Sept 16-19 at Region 4 offices. Anyone interested attending (at no charge) should contact recoverycoaching@dhw.idaho.gov to register.

The RAC provider meeting was adjourned at 10:02 am and a brief break taken prior to resuming meeting for combined RAC and MH boards for Region 3 and 4.

Orestes Alambra, Stephanie Alvarez, Rosie Andueza, Beth Baker, Marilyn Baughman, Dottie Blackwell, Chris Bower, Paula Campbell, Karen Canfield, Teri Carrigan, Chuck Christianson, Liza Clinger, Melanie Curtis, Suzette Driscoll, Gary Edson, Lori Farrens, Elizabeth Francis, Kathie Garrett, Vern Garrett, Kenny Gray, Steve Graci, Sheila Hancock, Dennis Hardziej, Amy Jeppesen, Kim Keys, Joe Langan, Ross Mason, Jim Meldrum, Melissa Mezzo, Rusty O'Leary, John Reeves, Darren Richman, Isaiah Sarault, Mark Senior, Kathy Skippen, Christina smith, Jennifer Stairs, Dahlia Stender, Heather Taylor, Delanie Valentine, Gina Westcott, Sarah Woodley, Ginger Wright, Jennifer Yturriondobeitia and Region 4 staff, Laura Thomas

The RAC and MH board combined meeting with Region 3 was called to order at 10:12 a.m. by region 4 RAC chair, Darren Richman (Greg Dickerson, Region 4 MH chair was unable to attend).

The agenda was approved with the addition of a Recovery Month item added by Melanie Curtis The minutes from the July 2013 combined meeting were approved as posted.

Brief introductions of all meeting attendees were made.

The transformation subcommittee reported that the conversation with Central District Health Department on ways that a regional behavioral health board could work with CDHD went very well. Valley County volunteered to be part of the group that discussed the options further. No objections to continuing the conversation were raised by anyone from the RAC or MH board from either region. Anyone on the RAC or MH board wishing to be involved with the next step discussions should email Laura Thomas thomasl@dhw.idaho.gov to express interest. Meetings have not yet been set up, but more are expected in the near future.

A copy of the next version of legislation (attached) expected to be introduced next session, was distributed. Gina Westcott noted that if anything in the draft document causes concern, now is the time to share those viewpoints. Contact either Gina (westcotg@dhw.idaho.gov) or Laura (email address above); they will make sure comments get to the right people.

Legislative event in 2014 with state planning was discussed. Kathie Garret explained the event that the state planning council has done in past honored individuals from around the state and was held in January. They wondered with the joining of SUDS and MH into behavioral health boards if the RAC would want to join in the event planned this year. The consensus from Region 4 was to participate with the state planning council taking the lead. Kathie and Rosie will take the lead on the event and there will not be a reception with food or exhibits during the day. The event will take place late in the day to accommodate legislators' committee schedules.

Isaiah Sarault from Optum provided an update on the transition process. Providers are reminded to check the Optum provider web page for updates to the FAQ's. Optum's goal is to have 48 hours turnaround time on questions for specific clients and transition. The Optum clinical team is reaching out to higher volume level providers. Transitioning clients at a steady pace will help prevent all 90-day reviews coming due on the same day.

In responses to a question about provider credentialing, Isaiah indicated to date approximately 80% of previous Medicaid providers had been credentialed by Optum. A clarification on payment processes was that electronic submission and utilization of a clearinghouse speeds the process. If submitted by paper, paper check payments can take 20 days or so. Discussion occurred about drug testing companies that are currently not part of the Optum network and will not quality as Medicaid providers. Other contracting possibilities, such as if the drug testing company can't qualify as a Medicaid provider; they may be able to subcontract with an existing Medicaid Provider. Drug testing is of concern for BPA network providers due to the number of clients with court ordered requirements and no clear funding source. Rosie Andueza will be sending out a clarification through the BPA provider network.

Steve Graci provided an update on the Children's Mental Health subcommittee work. They continue to work on data for a report to the board on Jeff D. areas. The working group for Awareness week 2014 is planning several activities. Specific details will follow; save the date of May 3, 2014 for a family wellness fair and education session for parents. A walk is being planned to end the week; date may be influenced by the Komen Race for the Cure if it is held on the second Saturday of May (May 10) as it has been in past. Desire was to end the Awareness week with a walk on that Saturday.

Melanie Curtis brought forth a recovery month activity – the movie The Anonymous People a documentary about recovery that will show at the downtown Edwards theatre. Consensus was for Region 4 RAC to support the Recovery Month Event publicity that is being spearheaded by SHIP and RADAR, amount \$80.00. In further discussion, Sarah Woodley from BPA and Rosie Andueza from DHW offered to help secure funding to purchase a copy of the video to house at RADAR and loan out throughout Idaho.

Melanie also reported on the Fed Up rally scheduled for October 1, 2013 in Washington DC. It will include a peaceful march to the headquarters of HHS, which oversees the FDA, to call awareness and get action on prescription drug safety and abuse issues.

The NAMI fund raising walk and awareness for mental health issues is September 28, 2013 – all are encouraged to participate.

Paula Campbell shared that on October 4, 2013 a fund raiser for the Idaho Suicide Prevention Hotline will feature a concert. Yesterday was Suicide Prevention Awareness Day yesterday (Sept 10) – very good coverage of the event and issue on Channel 6.

Idaho Federation of Families Awards Dinner is Sept 28 – for information or tickets go to Idahofederation.org

Meeting adjourned at 11:35 a.m.

Next Meetings:

MH board meeting October 8, noon to 2 pm ACSO Building #1 CMH is 10/8 from 8:30 to 10 am in Room 131, H&W offices at Westgate campus RAC Providers Subcommittee – TBA

RAC and MH combined meeting – November 13, 2013 – location to be announced, 10 am to noon (RAC providers subcommittee 8:45 to 9:45 am)